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PATENT  
Attorney Docket No.: 021756-047800US  
Client Ref. No.: OID-2005-32-05-CIP

TOWNSEND and TOWNSEND and CREW LLP

By: /Maureen Golob/  
Maureen Golob

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

BENJAMIN et al.

Application No.: 09/970,455

Filed: October 3, 2001

For: SELF-LEARNING METHOD AND  
APPARATUS FOR RATING SERVICE  
PROVIDERS AND PREDICTING  
FUTURE PERFORMANCE

Customer No.: 51206

Confirmation No. 9639

Examiner: Jonathan G. Sterrett

Technology Center/Art Unit: 3623

AMENDMENT AFTER ALLOWANCE  
UNDER 37 CFR § 1.312

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Notice of Allowance mailed November 28, 2007 on the above-referenced application, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.